



ARTA
ANTI-RED TAPE AUTHORITY
OFFICE OF THE PRESIDENT



ANTI-RED TAPE AUTHORITY

2018-2021
ACCOMPLISHMENT REPORT



The Anti-Red Tape Authority was created by virtue of R.A. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018. ARTA is tasked to implement and oversee a national policy on anti-red tape and ease of doing business.

Vision

Our vision is a fair and citizen-centric Philippine government, which enables a vibrant business environment and a high-trust society.

Mission

To achieve our vision, we will transform the way the government enables its citizens and stakeholders through collaboration, technology, and good regulatory practices.

Core Values



Integrity



Citizen-centric



Innovation



IRR Signing



Pursuant to Section 30 of RA 11032, the Anti-Red Tape Authority (ARTA), with the Civil Service Commission (CSC) and Department of Trade and Industry (DTI) must recommend for approval the Implementing Rules and Regulation (IRR) within ninety (90) days from the effectivity of the Act. Under the leadership of Director General Belgica, the draft IRR was reviewed, revamped, and signed in just 7 working days after his oath taking. The IRR was signed on July 17, 2019, together with the DTI Secretary and CSC Chairperson. The published version of the IRR can be accessed at the Anti-Red Tape Authority Website, www.arta.gov.ph.





ARTA Major Program 2018-2021

Since it's inception, ARTA has hit the ground running in ensuring that its **mandate is implemented**. At the same time, ARTA has always proactively **heeded the directive of the President** to deliver efficient government service.

SONA 2019

He also reiterated the need for government service that is client-friendly, which is why ARTA committed itself to ensuring this through surprise inspections.



Simplify and

**make your service
responsive
client-friendly**

Your client is the
Filipino, our employer.

President Rodrigo Duterte
SONA 2019



Monitoring and Streamlining Efforts

As part of ARTA's mandate to monitor the compliance of agencies to R.A. 11032, Secretary Jeremiah Belgica, Director General of ARTA, conducted surprise visits in January in time for the business application and renewal season. ARTA also conducted SURPRISE VISITS TO OTHER NGA'S TO CHECK THEIR SERVICES IN THE TIME OF THE PANDEMIC.

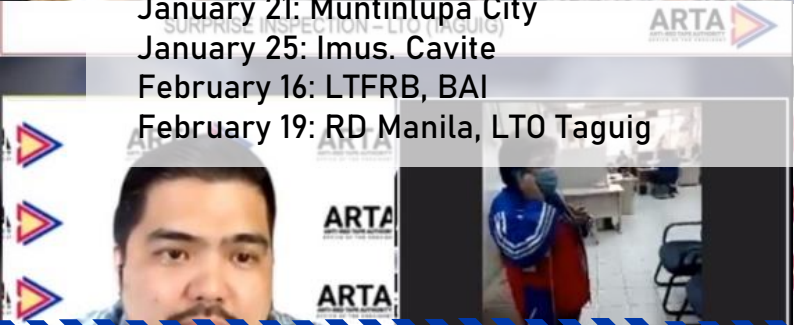


OBJECTIVE

Monitor compliance of national government agencies with the provisions of EODB law.
Information dissemination campaign on the mandate of ARTA;



January 6: Malabon City
January 7: Pasig City, Quezon City
January 8: Manila City, Navotas City
January 11: Marikina City
January 12: Makati City
January 13: Caloocan City, Valenzuela City
January 14: Mandaluyong City, Antipolo City
January 15: Taguig City, San Juan City, SSS SM Aura
January 18: Las Pinas City
January 19: Pasay City, Pateros City, PRC Morayta
January 20: FDA Alabang
January 21: Muntinlupa City
January 25: Imus, Cavite
February 16: LTFRB, BAI
February 19: RD Manila, LTO Taguig



BUSINESS ONE-STOP SHOP VIRTUAL INSPECTION - TAGUIG CITY



BOSS Inspections of LGUs During Renewal Season

ARTA's Checklist of Compliance with EODB Law (as of February 2021)	Q C	M N L	M A K	T A G	V A L	P S G	M N D	S J	C A L	M A L	N A V	M A R	P S Y	M T L	L P	P Q U	P A T
Presence of Citizen's Charter		X															X
Implementation of Zero Contact Policy except during preliminary assessment and evaluation													X				X
Electronic Version of License, Clearance, Permits, Certifications			X	X		X	X	X	X	X		X			X		X
Identification Cards of all employees	X																
Establishment of Public Assistance / Complaints Desk	X																
Unified Business Application Form																	
Business One Stop Shop (BOSS)			X														
Electronic Business One Stop Shop (eBOSS)			X	X		X	X		X	X	X	X			X		X
Integration of Barangay Clearance with BOSS	X	X						X	X					X	X		X
Colocation of Bureau of Fire Protection with BOSS																	
Digital Payment for Licenses, Permits, and other Fees			X	X		X			X	X	X	X			X		X



ARTA REMINDS LGUS TO ADOPT EASE OF DOING BUSINESS MEASURES

The Anti-Red Tape Authority (ARTA) calls on all local government units totake steps to ensure efficient and speedy processing of business registrations and renewals. January to March is often heavy periods for business registration renewals across the country.

ARTA, created by Republic Act No. 11032 under the Office of the President, is the lead agency in improving the ease of doing business of regulatory mechanisms across the country.

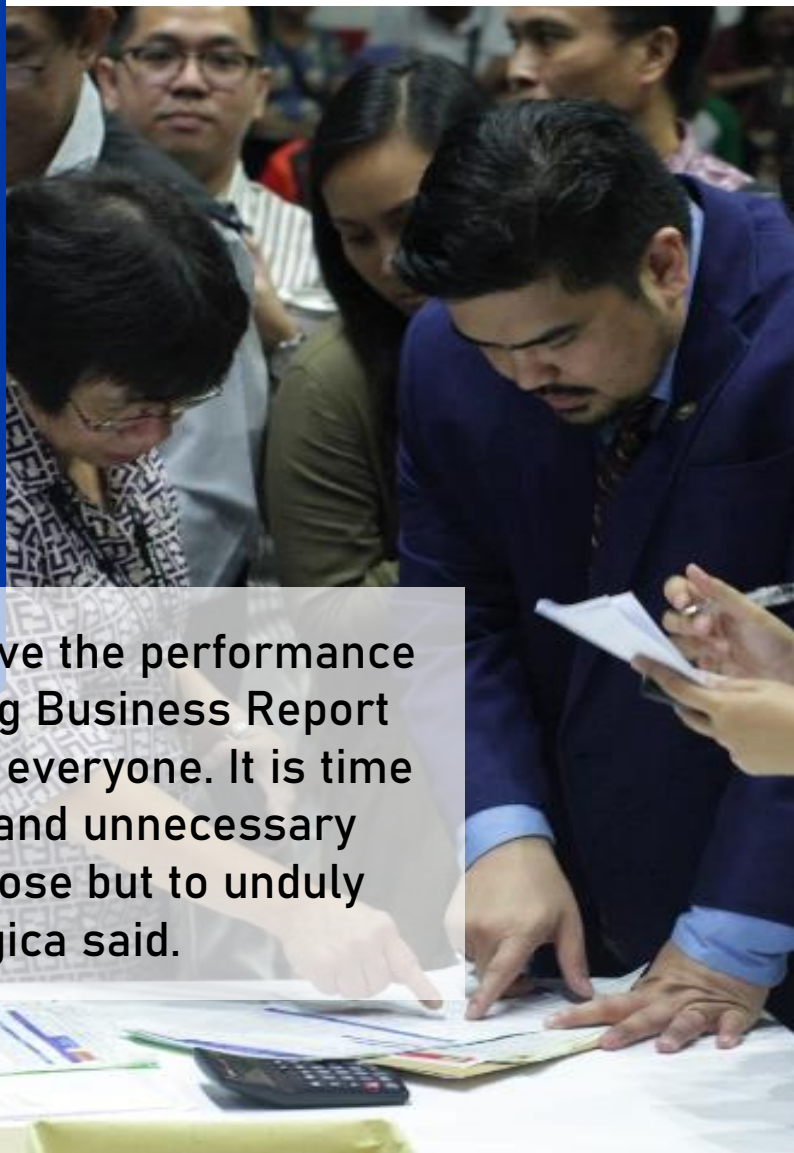
ARTA met with high-level representatives from the top malls of the country and other stakeholders to discuss their experiences in business processing and to hear the needs that can be addressed by ARTA.

ARTA Director General Jeremiah B. Belgica said that “there are still some LGUs that have redundant requirements that need to be updated or repealed. For example, a Locational Clearance is a requirement to make sure that the business is a match with the zoning of the area. Pero pag inisip niyo, kung ako ay nag-aaply para magtayo ng negosyo sa mall, bakit ko pa kelangan ng Locational Clearance? Hinde pa ba klarong klaro na commercial yung zone kasi nga naman mall ito? ”

He also added that there is a need to speed up the processes regarding Occupational Clearances, Fire Safety Inspection Certificates, among others saying, “Alam niyo po, sa Starting a Business Indicator ng 2020 World Bank Doing Business Report, the Philippines is 171th out of 190 countries. Kailangan nating ayusin at pabilisin ang sistema ng processing. Sa pamamagitan ng pagsunod sa probisyon ng RA11032 at ng mga guidelines and circulars issued by ARTA and DILG, DTI, and DICT ay mayroon ng paraan para mapabilis ito. Thru the implementation of the law and these regulations and guidelines we would be able compete with global economies especially within our ASEAN community .”

ARTA is scheduled to meet with representatives from the Department of Interior and Local Government (DILG) and the National Association of Business Permits and Licensing Offices (NABPLO) to further discuss the matter.

“This year we are working to improve the performance of the country not only in the Doing Business Report but also in ways that will be felt by everyone. It is time to remove outdated, redundant, and unnecessary requirements that serve no purpose but to unduly burden the people.” Belgica said.



In addition to that, the President also reiterated his intention to penalize erring government officials.



**Corruption is
everywhere.**

You are free to
investigate.

Feel free to
expose

anything that is not in
accordance with law.

President Rodrigo Duterte
SONA 2019





Complaints Handling

One of ARTA's powers is enforcement of the law for those who will violate R.A. No. 11032. Since 2018, ARTA has been able to **file cases** before the Office of the President, CSC, OCP, Courts, and the Office of the Ombudsman and **issue policy recommendations** to several agencies with complaints against their services. We also referred and recommended the conduct of lifestyle checks of erring government employees and officials to the PACC.

ARTA is mandated to initiate investigation, or file cases for violations of R.A. No. 11032 and assist complainants in filing necessary cases with the CSC, the Ombudsman, and other appropriate courts, as the case may be.

YEAR	COUNT
2018	3
2019	644
2020	346
2021 (Jan-May)	109
TOTAL	1102

ARTA received 1102 ARTA-related complaints from 2018 up to present year. The table and graph below reflect the number of complaints received and acted upon by the Authority annually.

Most Complained Agencies



TOP 10 AGENCIES WITH GREATEST NUMBER OF COMPLAINTS		
RANK	AGENCY	TOTAL
1	Bureau of Internal Revenue	89
2	Land Transportation Franchising and Regulatory Board	86
3	Land Registration Authority	77
4	Social Security System	70
5	Department of Environment and Natural Resources	46
6	Food and Drug Administration	39
7	Bureau of Customs	39
8	Home Development Mutual Fund (Pag-IBIG)	29
9	Department of Public Works and Highways	23
10	Department of Agrarian Reform	22
*	Other Government Agencies	194
*	Local Government Units	194
TOTAL		1102



Statistics

Cases Filed

CASES FILED					
NATIONAL AGENCIES	NUMBER OF CASES FILED	FILED WHERE			
		CSC	OMB	OP	Trial Court
Land Transportation and Franchising Regulatory Board	5	3	2		
Department of Energy - Renewable Energy Management Bureau	5	4	1		
Registry of Deeds	9	1	7	1	
TOTAL	19	8	10	1	0

CASES FILED					
LOCAL GOVERNMENT UNITS	NUMBER OF CASES FILED	FILED WHERE			
		CSC	OMB	OP	Trial Court/ OCP
LGU: Municipality of San Nicolas, Batangas	1		1		
LGU: Province of Camarines Norte	2		2		
LGU: Taguig (Office of the Building Official, Taguig City)	2				2 (MTC)
LGU: City of Parañaque	2		2		
LGU: Angeles, Pampanga	2		2		
LGU: Marilao, Bulacan	1		1		
LGU: Caloocan	1		1		
LGU: Tarlac					1 (OCP)
TOTAL	12	0	9	0	3



**BusinessWorld**

Home > The Nation > LTO officials charged for delays

THE NATION

LTO officials charged for delays

June 1, 2021 | 8:05 pm


PARA SA BAYAN

Home > Headlines

Raps filed vs. 4 Register of Deeds officials for violations to ease of doing business rule

May 21, 2021  307

LTO-Taguig exec suspended, guard terminated after ARTA inspection

 March 11, 2021, 11:10 pm

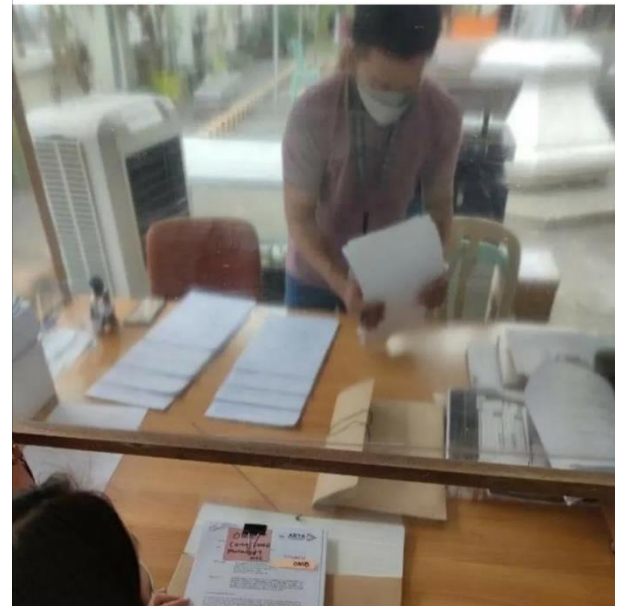
Share

 Share 922

Radio Philippines Network (RPN)

ARTA Mipasaka Ug Kaso Batok Kang LTO-7 Director Caindec Sa "Paglangay" Sa Proseso Sa Motor Vehicle Registration

 RPN 3 hours ago



 **Philippine Information Agency**

Good Governance / ARTA

ARTA directs ROD Davao and Manila to explain slow processing time

Joint Investigation with PACC

1. IBUNA COMPLAINT VS LTO

REPUBLIC OF THE PHILIPPINES
OFFICE OF THE PRESIDENT
ANTI-RED TAPE AUTHORITY
GF HPGV Building, 395 Sen. Gil Puyat Ave.
Makati City

In the Matter of:

MARY GRACE A. IBUNA, for the Joint-Venture of Columbia Technologies Inc. and Erich Utsch AG

Complainant,

-VS-

GEN. EDGAR C. GALVANTE (RET);
ATTY. ROMEO G. VERA-CRUZ; and
ENGR. NORBERTO D. ESPINO III in
their capacities as Assistant Secretary,
Executive Director and Plate Making
Plant Head of the Land Transportation
Office

Respondents.

MICHAEL FRANDY SALAZAR, in his
capacity as Chief Executive Officer of
Wide Integrated Solutions Expert
Corporation and as Authorized
Representative of J. Knieriem B.V.

Complainant,

-VS-

GEN. EDGAR C. GALVANTE (RET);
ATTY. ROMEO G. VERA-CRUZ; and
ENGR. NORBERTO D. ESPINO III In
their capacities as Chief, Executive
Director and Plate Making Plant Head of
the Land Transportation Office

Respondents.

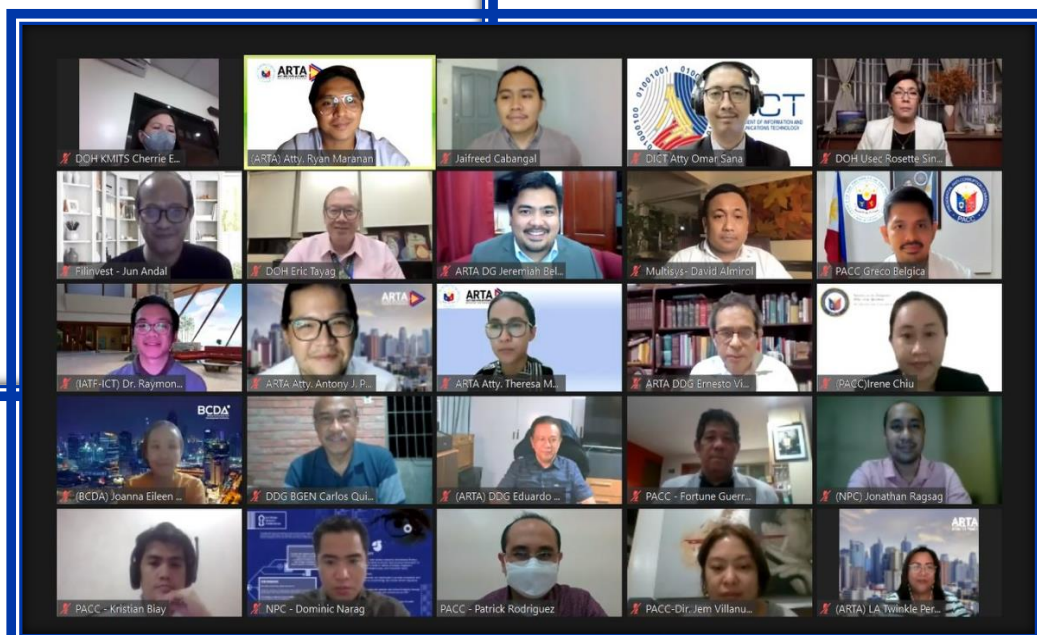
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2. STAY SAFE AND CDRS IMPLEMENTATION.

Republic of the Philippines
OFFICE OF THE PRESIDENT
ANTI-RED TAPE AUTHORITY
4th and 5th Floor, NFA Building, Visayas Avenue, Quezon City

IN RE: REPORTS ON THE
ALLEGED DELAYS AND
IRREGULARITIES IN THE
DONATION, TRANSFER AND
IMPLEMENTATION OF
STAYSAFE.PH AND
ALLEGED ILLEGAL
DISCONNECTION OF
STAYSAFE.PH WITH THE
COVID-19 DOCUMENT
REPOSITORY SYSTEM
("CDRS")

X-----X



Automatic Approval/Renewal

Authority shall issue a declaration of completeness Upon complaint and due investigation and verification.

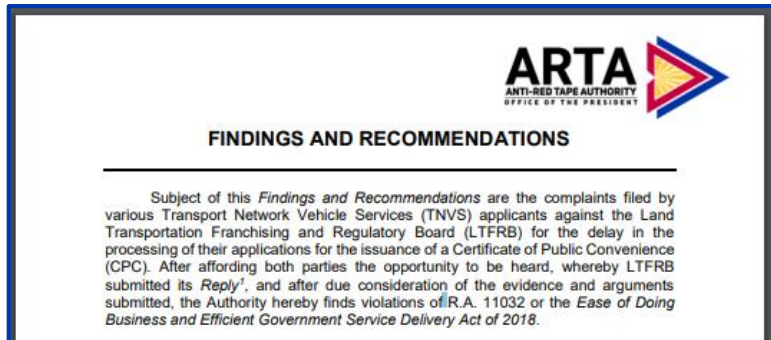
2019-2021 AUTOMATIC APPROVAL	
No. of Application for Automatic Approval	No. of Issued Automatic Approval
14	8510

BREAKDOWN:

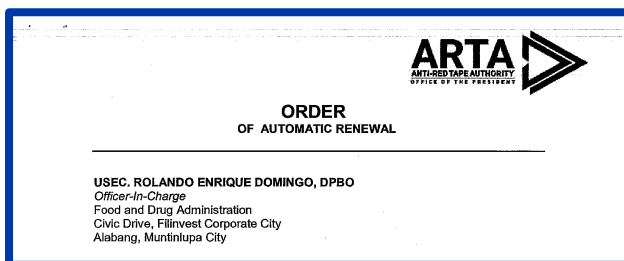
Applicant	Year	Number of Applications Automatically Approved
Land Transportation Franchising and Regulatory Board	2019	3120
Department of Energy		1
Department of Environment and Natural Resources - Provincial Environment and Natural Resources Office		1
National Telecommunications Commission		1
LGU-Camarines Norte		1
Food and Drug Administration		3125
Securities and Exchange Commission		4
Food and Drug Administration	2020	1
Department of Environment and Natural Resources - Land Management Bureau		1
Bureau of Customs		1
Land Transportation Office VII		1
LGU Dagupan	2021	1
LGU Malabon		1
Food and Drug Administration		2250
National Telecommunications Commission		1
TOTAL		8510

Automatic Approval/Renewal

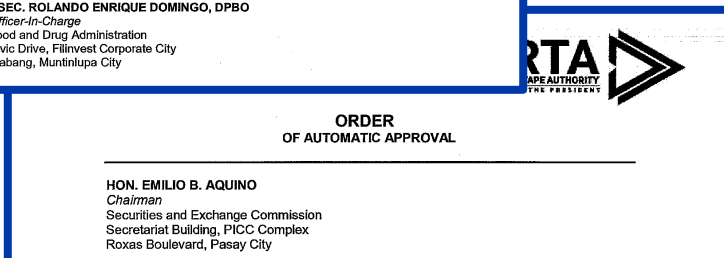
Authority shall issue a declaration of completeness Upon complaint and due investigation and verification



LTFRB
Order of Automatic Approval
AUGUST 13, 2019



FDA and SEC
Order of Automatic Approval and Renewal
SEPTEMBER 4, 2019



FDA
Declaration of Completeness
FEBRUARY 9, 2021

ARTA helps in streamlining government services by issuing Policy Recommendations for Agencies that have numerous complaints.

Date of Issuance	Agency Involved	Brief Description
13 Aug 2019	LTFRB	Filing of complaints against responsible officials and employees of LTFRB; Automatic approval of all pending applications; creation of an appropriate regulatory framework for TNVS; LTFRB to conduct a regulatory impact assessment for the purpose of improving regulatory frameworks; removal of expiration date of provisional authority; removal of bank certificate conformity; review and compare regulatory policies of other economies concerning similar business models; provide basis for supply base with the cap of 65,000 TNVS units for Metro Manila; immediate revision of requirements; TNCs to be allowed to process TNVS applications with LTFRB
9 Sept 2019	FDA	Issuance of Order of Automatic Renewal; Conduct of Further Consultations with stakeholders in relation to DOH AO 19-2019; Re-focusing of staffing assignment; Recognition of Accreditation of FDA's Local Counterpart; Reorganization of process; evaluation prior to payment of fees;
3 April 2020	DSWD	Recommendation for Implementation of Social Amelioration Program
13 April 2020	COA	Auditing Rules in Time of COVID-19
17 April 2020	DOH	Recommendation on Accreditation of Testing Laboratories Procedure
17 April 2020	DSWD	Recommendation on Permitting Requirements on Donation under MC 2014-017
19 April 2020	OCD	Recommendation on efficient and streamlined processes regarding the acceptance, management, distribution, and delivery of medical equipment and supplies, and other health products
8 July 2020	BIR	Recommendation on RMC No. 60-2020
13 Sept 2020	Philhealth	Recommendation on Streamlining of Philhealth's Processes
19 Nov 2020	FDA	Recommendation on FDA Circular No. 2020-025 or "Implementing Guidelines for Administrative Order No. 2019-009 – Reinstatements of Licensing as Importers, Exporters, Manufacturers, Toll Manufacturers, Wholesalers, Distributors, Retailers or Re-packers of those engaged in Certain Household/Urban Hazardous Substances, and from the Requirement of Prior Registration and/or Notification of Said Products"
25 Nov 2020	DENR	Recommendation on DENR's AO No. 2016-08 or Water Quality Guidelines and General Effluent Standards of 2016
3 December 2020	PPA	Regulatory Review and Recommendation on PPA AO 06-2019 or Guidelines on the Accreditation of Port Service Providers

ARTA List of Issuances

ARTA was able to release 26 issuances from July 2019 to May 2021. Most issuances were done to guide government agencies in streamlining their services.

Date	Issuance	Short Title
17 July 2019	Joint Memorandum Circular No. 001, s. 2019	The Implementing Rules and Regulations of Republic Act No. 11032, otherwise known as "Ease of Doing Business and Efficient Government Service Delivery Act of 2018"
13 August 2019	Memorandum Circular No. 002, s. 2019	Guidelines on the Implementation of the Citizen's Charter in Compliance with Republic Act No. 11032, otherwise known as "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" and its Implementing Rules and Regulations
26 November 2019	Memorandum Circular No. 003, s. 2019	Submission of List of All Pending Government Contracts to the Anti-Red Tape Authority on or before 9 December 2019 in line with President Rodrigo Roa Duterte's Directive to Act Upon All Pending Government Contracts by 15 December 2019
2 December 2019	Memorandum Circular No. 002-A, s. 2019	Supplemental Guidelines on ARTA Memorandum Circular No. 2019-002, s. 2019
8 January 2020	Memorandum Circular No. 01, s.2020	Requiring Risk-Profiling and Removing Locational Clearance as A Requirement for Initial Application/Renewal of Business Permit of Commercial Establishments Located in Shopping Malls and Central Business Districts
14 February 2020	Memorandum Circular No. 02, s.2020	Issuance of Order of Automatic Approval or Automatic Extension for Pending Transactions Beyond the Prescribed Processing Time of 3-7-20 Working Days
19 February 2020	Memorandum Circular No. 02-A, s.2020	Amendment to Memorandum Circular No. 2020-02
20 March 2020	Memorandum Circular No. 03, s.2020	Extension of Deadline of Submission of the Citizen's Charter and Suspension of Processing Times in the Delivery of Government Services in Luzon Area in Light of the Imposition of the Enhanced Community Quarantine
25 March 2020	Advisory No. 1, s. 2020	Advisory for the Adoption of Fast-Track Measures During the COVID-19 State of Calamity
2 April 2020	Joint Memorandum Circular No. 1 with BOC and FDA	Creation of Bayanihan One Stop Shop for Securing License to Operate to Import COVID19 Critical Commodities for Commercial Distribution
15 April 2020	Advisory No. 2, s.2020	Red-Tape Reduction Measures in the Creation of One-Stop Shops
8 June 2020	Memorandum Circular No. 04, s.2020	Guidelines for Compliance to Administrative Order No. 23, s. 2020 entitled "Eliminating Overregulation to Promote Efficiency of Government Processes"
11 June 2020	Memorandum Circular No. 03-A, s.2020	Amendment to Memorandum Circular No. 2020-03
15 June 2020	Memorandum Circular No. 05	2020 Rules of Procedure for Complaints Handling and Resolution

ARTA List of Issuances

Date	Issuance	Short Title
23 July 2020	Joint Memorandum Circular No. 01, s. 2021	Streamlined Guidelines for the Issuance of Permits, Licenses, and Certificates for the Construction of Shared Passive Telecommunications Tower Infrastructure (PTTIs)
5 August 2020	Joint Memorandum Circular No. 01, s.2020	Mandatory Online Filing, Processing, and Payment of Port Charges, Cargo Handling Charges, Other Cargo Handling-Related Charges, Permit and Ancillary Fees, and Customs Taxes and Duties
27 August 2020	Memorandum Circular No. 06, s. of 2020	Guidance on the Issuance and/or Reinstitution of Permits and Licenses Under the "New Normal"
30 September 2020	Memorandum Circular No. 07, s. of 2020	Guidelines on the Designation of a Committee on Anti-Red Tape (CART) in the Agencies Concerned in Compliance with Republic Act (RA) No. 11032, Otherwise Known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2-18", and its Implementing Rules and Regulations (IRR)
19 February 2021	Memorandum Circular No. 01, s. 2021	Guidelines on the Mandatory Onboarding of Trade Regulatory Government Agencies to the TradeNet as Endorsed by the EODB-ART Advisory Council through their Resolution No. 12. Series of 2020
29 March 2021	Memorandum Circular No. 02, s. of 2021	Automation of Business Permitting and Licensing Systems or eBOSS
31 March 2021	Memorandum Circular No. 03, s. of 2021	Final Notification on Non Submission of Citizen's Charter and Extension of 31 March 2021 Deadline
23 March 2021	Memorandum Circular No. 04, s. of 2021	Strict Implementation of RA No. 10154 or An Act Requiring All Concerned Government Agencies to Ensure The Early Release of the Retirement Pay, Pensions, Gratuities and Other Benefits of Retiring Government Employees
13 April 2021	Joint Memorandum Circular No. 01, s. of 2021	Guidelines for Processing Business Permits, Related Clearances and License in All Cities and Municipalities
28 April 2021	Joint Memorandum Circular No. 01, s.2021	Omnibus Guidelines on the Suspension of LGU Imposition and Collection of Illegal Fees and Taxes Relative to the Transport of Goods and Products
19 May 2021	Joint Memorandum Circular No. 01, s. of 2021	Establishment of a Green Lane for Securing Permits, Licenses, and Authorizations for the Establishment and Operation of a Bulk Import, Fill, and Finish Local Disease 2019 (COVID-19) Vaccine Manufacturing Facility and for the Registration for Availment of Incentives
20 May 2021	Joint Memorandum Circular No. 01, s. of 2021	Creation of the Inter-Agency Task Force on Streamlining the Processing of Uniformed Services Benefit Claims

SONA 2019

The President's directive is clear: **simplify** government transactions and **ease the burden of the transacting public**.

In response to this, ARTA created the **NEHEMIA Program**



I reiterate my directive to the government and instrumentalities, including the LGUs and the government corporations:

Simplify

President Rodrigo Duterte
SONA 2019



NEHEMIA Program

National Effort for the Harmonization of Efficiency Measures of Inter-related Agencies

The NEHEMIA Program is a Sectoral Based inter-agency streamlining effort that focuses on the speeding up and realization of the Socio-Economic Agenda of the Duterte Administration.

The program has a definite period and clear target which is 52% reduction of time, costs, requirements or procedures within 52 weeks for the key sectors of society in 2020. For it's first year, ARTA and its partner agencies will focus on these five sectors:

Reduction of time, costs, requirements or procedures in 5 priority sectors by **52% in 52** weeks



Connectivity
Telco

PERMITS

30 » 8

REQ'MTS

86 » 35

DAYS

241 » 16

OUTPUT

JMC on faster building of towers; to issue supplemental guidelines to expand coverage.



Logistics

STEPS

209 » 24

Coordination
ongoing

271 » 35

JMC on automation of processes and use of Unified Rapid Pass



Food and
Pharma

STEPS

28 » 9

41 » 12

63 » 21

Integration of the E-LTO to the Central Business Portal
Integration of FDA CDRR in CBP



ARTA launches NEHEMIA Program to cut gov't processes by 52% within 52 weeks

The Anti-Red Tape Authority (ARTA) launched its flagship program under the leadership of Director General Jeremiah Belgica – the NEHEMIA Program – at the Premier Guest House in Malacañan Compound last March 4, 2020.

The NEHEMIA Program is a sectoral-based streamlining effort that is directed towards speeding up and realization of the Socio-Economic Agenda of the Duterte Administration. It targets to reduce the time, cost, requirements, and procedures in sectors of economic and social significance by 52% within 52 weeks.

Present for the launch are key officials from the lead builders of the program – the Office of the Executive Secretary (OES), ARTA, Office of the Cabinet Secretariat, Department of Budget and Management, National Economic and Development Authority, Department of Information and Communications Technology (DICT), Department of Interior and Local Government, and the Development Academy of the Philippines – who will be signing a Memorandum of Understanding specifying the roles and responsibilities of each agency, among others.

The NEHEMIA Program is pursuant to Rule III Section 3 of the Implementing Rules and Regulations of Republic Act 11032 which mandates ARTA to adopt a whole-of-government approach in the streamlining of government services. It is also aligned with the recently released Administrative Order 23: Eliminating Overregulation to Promote Efficiency of Government Processes signed by President Rodrigo Roa Duterte last February 21, 2020. Inter-agency reviews shall be adopted for horizontal integration or end-to-end processing in the delivery of government services.

In current practice, government agencies and their offices function independently from each other, creating redundant processes that procure the same information repeatedly but achieve minimal results.

The OES will be the lead coordinating agency of the program while OCS and ARTA will act as co-chairs. Meanwhile, the DICT would lead the development of the digital infrastructure for the automation of government service.

“The NEHEMIA Program shall break down the silo system and the lack of interconnection among government agencies. Our government must be a singular unit serving the country, with the citizens being our primary client”, the ARTA czar said.





December 9-10, 2019: Strategic Planning
 December 20, 2019: DHSUD Secretary Eduardo del Rosario
 December 27, 2019: PAFP Secretary Vince Dizon
 January 8, 2020: Cabinet Secretary Karlo Nograles
 January 14, 2020: DOH Secretary Francisco Duque III
 January 15, 2020: DBM Secretary Wendel Avisado
 January 16, 2020: SILG Secretary Eduardo Año
 January 27, 2020: DICT Secretary Gringo Honasan
 January 27, 2020: DOF Director Sarmiento
 January 29, 2020: Executive Secretary Salvador Medialdea
 February 14, 2020: DOE Secretary Alfonso Cusi
 March 2, 2020: DOTr Secretary Arthur Tugade and Approved by
 Cabinet Members
 March 4, 2020: Signing of MOU by Lead Builder Agencies
 Common Towers Sector to reduce permitting process from 8-9
 months to 12-14 days.

The NEHEMIA Program Timeline



Administrative Order No. 23

The Anti-Red Tape Authority (ARTA) expresses our utmost gratitude to President Roa Rodrigo Duterte for signing Administrative Order (AO) 23: "ELIMINATING OVERREGULATION TO PROMOTE EFFICIENCY OF GOVERNMENT PROCESS".

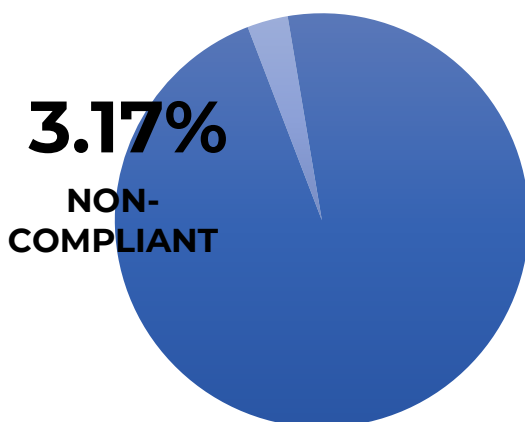
This Administrative Order directs all government agencies covered by R.A. No. 11032 to eliminate overregulation within sixty (60) working days from its effectivity by submitting a compliance report to ARTA. ARTA shall then monitor and review the compliance of the covered agencies and report the findings and recommendations to the Office of the President.



Compliance

Agencies	Compliance Report Received by ARTA *
NGA -Central	107
NGA - Regional	98
GOCC	60
Executive Offices	30

TOTAL
295
submissions



Submission Percentage

96.93%
COMPLIANT

Administrative Order No. 32

Last August 26, 2020, President Roa Rodrigo Duterte issued Administrative Order (AO) No. 32: "EXPEDITING THE REVIEW AND APPROVAL PROCESS OF INFRASTRUCTURE FLAGSHIP PROJECTS ON WATER SECURITY".



MALACAÑAN PALACE
MANILA

BY THE PRESIDENT OF THE PHILIPPINES

ADMINISTRATIVE ORDER NO. 32

EXPEDITING THE REVIEW AND APPROVAL PROCESS OF INFRASTRUCTURE FLAGSHIP PROJECTS ON WATER SECURITY

WHEREAS, the State recognizes that investments in adequate infrastructure are necessary to fulfill the commitment of the Philippines under the Sustainable Development Goals of ensuring universal and equitable access to safe and affordable drinking water for all by 2030;

WHEREAS, acceleration of infrastructure development in water resources is one of the key pillars under the Philippine Development Plan 2017 – 2022;

WHEREAS, Section 2 of Republic Act (RA) No. 9485, as amended by RA No. 11032 or the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018," declares it a policy of the State to promote integrity, accountability and proper management of public affairs and public property, as well as to establish effective practices aimed at the efficient turnaround of the delivery of government services and the prevention of graft and corruption in government;

WHEREAS, under Sections 5 and 17(f) of RA No. 9485, as amended, the Anti-Red Tape Authority (ARTA) shall review existing laws, executive issuances and local



MEMORANDUM

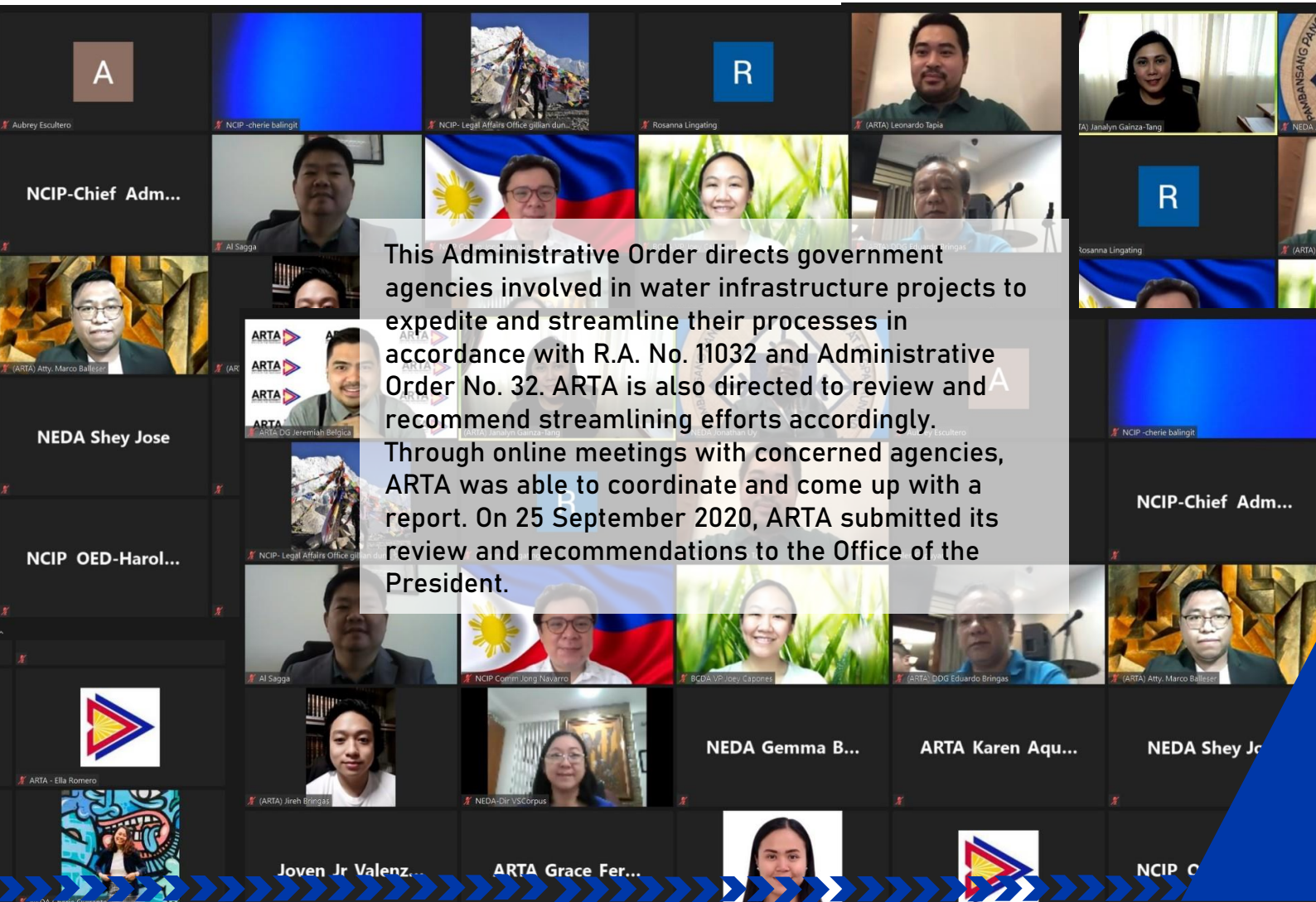
FOR: PRESIDENT RODRIGO ROA DUTERTE
THRU: EXECUTIVE SECRETARY SALVADOR C. MEDIALDEA
FROM: DIRECTOR GENERAL JEREMIAH B. BELGICA
SUBJECT: RECOMMENDATION OF THE ANTI-RED TAPE AUTHORITY (ARTA) RELATIVE TO THE REPEAL OF OUTDATED, REDUNDANT AND UNNECESSARY LICENSES, PERMITS, CERTIFICATIONS OR AUTHORIZATIONS BEING REQUIRED BY THE NATIONAL GOVERNMENT AGENCIES AND LOCAL GOVERNMENT UNITS IN PROCESSING AND APPROVAL OF LICENSES, PERMITS, CERTIFICATIONS OR AUTHORIZATIONS FOR ALL INFRASTRUCTURE FLAGSHIP PROJECTS ON WATER SECURITY (IFPWS)
DATE: 25 SEPTEMBER 2020

I. BACKGROUND

Pursuant to Section 17 (f) of Republic Act No 11032, one of the functions of ARTA is to recommend policies, processes and systems to improve regulatory management to increase the productivity, efficiency, and effectiveness of business permitting and licensing agencies. Thus, under section 4 of A.O. No. 32 series of 2020, ARTA is directed to review and recommend, within thirty (30) days from the effectivity of said AO, to the Office of the President the repeal of outdated, redundant and unnecessary licenses, permits, certifications or authorizations being required by national government agencies and local government units in the processing and approval of license, permits, certifications or authorizations for all infrastructure flagship projects on water security (IFPWS).

II. COORDINATION MEETINGS AND SUMMARY HEARINGS

This Administrative Order directs government agencies involved in water infrastructure projects to expedite and streamline their processes in accordance with R.A. No. 11032 and Administrative Order No. 32. ARTA is also directed to review and recommend streamlining efforts accordingly. Through online meetings with concerned agencies, ARTA was able to coordinate and come up with a report. On 25 September 2020, ARTA submitted its review and recommendations to the Office of the President.



Regulatory Impact Assessment

Pursuant to Section 17(H) of RA11032, the Anti-Red Tape Authority (ARTA) through the Regulatory Management and Training Division (RMTD) entered into an agreement with the Development Academy of the Philippines (DAP) to deliver regulatory management training programs and capacity building initiatives for the identified priority agencies of the Authority. The User's Training on Basic Regulatory Impact Assessment was conducted from the period of May – September 2019 and was able to capacitate 223 participants from 44 National Government Agencies. The training enabled participants to assess and develop regulations, determine their roles and responsibilities as regulating entities, and identify the steps and processes in the conduct of a Regulatory Impact Assessment.

ACTIVITY	TRAINED/PARTICIPATING AGENICES	DATE
User's Training on Basic RIA	44 Agencies	May – September 2019
Executive Seminar on RMS and RIA	46 Agencies	September 2020
UK-ARTA Training on Better Regulation	41 Agencies	October 2020
Complaints Handling Training: Capacity Building of ARTA Champions	PCCI Regional Governors, PCCI Luzon, PCCI Visayas, PCCI, Mindanao	December 2020-January 2021
User's Training on Advanced RIA	20 Agencies (on-going)	April-June 2021
Panel Presentations of the Results of RIA	2 Agencies (on-going)	May-July 2021
RIA Manual Pilot Test	(On-going)	May – September 2021

ARTA Development Partners



Signing of MOU with UK-FCO
February 4, 2020

ARTA Director Jeremiah B. Belgica and Her Majesty's Ambassador to the Philippines Daniel Pruce signed a Memorandum of Understanding (MOU) on February 4, 2020 to formalize the technical assistance extended by the UK Foreign and Commonwealth Office (FCO) and Regulatory Delivery International. ARTA and FCO are currently working together on the drafting of the Regulator's Code for the Philippines, develop guidelines and a manual of operations on the re-engineering of government systems and procedures using a whole-of-government approach, conduct of capacity building initiatives of ARTA, and other projects

ARTA Gov't Partners



Signing JMC with DILG 2019-01 or the Guidelines on the
Regulatory Reform for LGUs pursuant to RA 11032
December 21, 2019

The Guidelines aim to ensure good regulatory practices in the policymaking process of local government units (LGUs). The Guidelines aim to enjoin LGUs to:

- Review business and nonbusiness-related local ordinances, issuances, and resolutions,
- Improve business-friendliness and competitiveness
- Institutionalize an evidence-based repeal/amendment system ultimately towards a coherent and better regulations; and
- Democratize regulatory reform process through public consultation and participation.



**Conduct of the Development Partners' Forum
July 24, 2019**

To coordinate the initiatives of its current and other potential development partners, ARTA, with the support of the USAID-RESPOND, organized the ARTA Development Partners' Forum. The forum served as an avenue for the Authority to: (1) present its roadmap and its corresponding priority programs and activities for assistance, and; (2) to coordinate and program existing and potential technical assistance with development partners.



**Signing of Memorandum of
Agreement with UPPAF-RESPOND
December 21, 2019**

Director General Jeremiah Belgica and UPPAF-RESPOND Project Chief of Party Dr. Enrico Basilio signed an MOU between the two organizations for the RESPOND Project. Project RESPOND is an initiative of the United States Agency for International Development which aims to provide assistance to the Philippines in improving its regulatory quality, enhancing competitiveness, and ultimately, contribute to an inclusive growth. Its overall goal is to foster a more open and competitive regulatory environment for greater trade and investment. Through their help, we also inked an MOU with Pasig City.



**Pasig City MOU Signing
February 12, 2020**

ARTA Development Partners

Streamlining

“Sabi ko ‘yong mga biyuda ng pulis, pupunta pa dito, they go to Manila, spend money, stay here not knowing where to stay, and yet they go to the traffic bedlam just to reach Crame and to follow up this.

Alam mo, kayo na ‘yan. There should be an office that should take care of this. Preparado na ‘yan, ‘pag sinong may notification na namatay sa --- trabaho ‘yan ng station commander to inform the --- dito maraming pang pulis ‘to kasi NAPOLCOM eh.

Simply --- i-simplify mo na. Nakuha ninyo ako? You might revert it to the old practice maybe when I am no longer the President. But ako ‘yong kung Presidente ako, sumunod kayo, ito ang gusto ko.”

- President Duterte in his March 22, 2021 Talk to the Nation Address

ARTA
ANTI-RED TAPE AUTHORITY
OFFICE OF THE PRESIDENT



JOINT MEMORANDUM CIRCULAR NO. 1 Series of 2021

Date: _____

**SUBJECT: CREATION OF THE INTER-AGENCY TASK FORCE ON STREAMLINING
THE PROCESSING OF UNIFORMED SERVICES BENEFIT CLAIMS**

Another streamlining initiative that ARTA did is to heed the directive of the President to help Uniformed Personnel process financial assistance. ARTA set up a task force and a special email for the uniformed personnel to contact.

Global Pandemic

When the COVID-19 pandemic hit, the President called on agencies to cut red tape and fast track processing of medical supplies and equipment.

I call on relevant
agencies

to ensure speedy
delivery

From the approval,
importation, and delivery,
everything must go smoothly
to make sure we do not waste
time.

Cut red tape

“ ”

President Rodrigo Duterte
Message to the Nation
March 24, 2020



ARTA as part of the IATF

On March 30, 2020, the Anti-Red Tape Authority was officially inducted as part of the Inter-Agency Task Force for the Management of Emerging Infectious Diseases. Through this, ARTA was able to help in establishing streamlining efforts and digitization initiatives to fast track government services and minimize physical contact.



REPUBLIC OF THE PHILIPPINES
INTER-AGENCY TASK FORCE
FOR THE MANAGEMENT OF EMERGING INFECTIOUS DISEASES

RESOLUTION NO. 17
Series of 2020
March 30, 2020

**RECOMMENDATIONS RELATIVE TO THE MANAGEMENT
OF THE CORONAVIRUS DISEASE 2019 (COVID-19) SITUATION**

WHEREAS, on 8 March 2020, President Rodrigo Roa Duterte issued Proclamation No. 922, declaring a State of Public Health Emergency throughout the entire Philippines, and prompting a whole-of-government approach in addressing the COVID-19 pandemic;

WHEREAS, on 12 March 2020, the President, upon recommendation by the Inter-Agency Task Force (IATF), raised the Code Alert Level for COVID-19 to Code Red Sublevel Two, and directed the imposition of Stringent Social Distancing Measures in the National Capital Region (NCR) for thirty (30) days;

- H. The IATF TWG is likewise directed to formulate and present a decision tool for the management of land-based or sea-based Overseas Filipino Workers who may be repatriated through the efforts of the national government;
- I. The IATF adopts the recommendation of the Department of Justice (DOJ) for the issuance of a Joint Memorandum Circular governing the handling of confiscated goods covered by the Price Act, and other relevant laws; and
- J. The Anti-Red Tape Authority (ARTA) shall form part of the expanded membership of the IATF.

APPROVED during the 18th Inter-Agency Task Force Meeting, as reflected in the minutes of the meeting, held this 30th of March 2020 *via* video conference.

ARTA MC 2020-06

As a response to the new normal, ARTA released MC 2020-06 which set the guidelines on the issuance and/or reinstitution of permits and licenses under the new normal.



MEMORANDUM CIRCULAR No. 2020 - 06
Series of 2020.

TO: ALL GOVERNMENT OFFICES AND AGENCIES IN THE EXECUTIVE DEPARTMENT, INCLUDING LOCAL GOVERNMENT UNITS (LGUs), GOVERNMENT-OWNED-OR-CONTROLLED CORPORATIONS (GOCCs), AND OTHER GOVERNMENT INSTRUMENTALITIES, WHETHER LOCATED IN THE PHILIPPINES OR ABROAD

SUBJECT: GUIDELINES ON THE ISSUANCE AND/OR REINSTITUTION OF PERMITS AND LICENSES UNDER THE "NEW NORMAL"

DATE: 27 August 2020

XI. EFFECTIVITY

This MC shall be effective immediately upon its publication in the Official Gazette and filing with the University of the Philippines - Office of the National Administrative Register (UP-ONAR).

²⁴ Section 11, (RA 11032).

Page 18 of 19

Signed on the ____ day of August 2020, in Makati City.

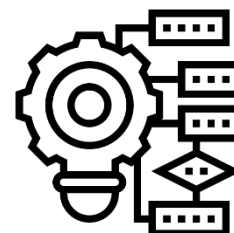
Digitally signed by
Perez Ernesto Virluan
Date: 2020.08.31

GENERAL GUIDELINES

1. Reduction of Requirements
2. Electronic Submission and Acceptance
3. Reduction of Signatories and Use of E-Signatures
4. Digital Payments
5. Limiting of Physical Interactions
6. Compliance with RA 11032 and its IRR



SPECIAL RULES ON VALIDITY

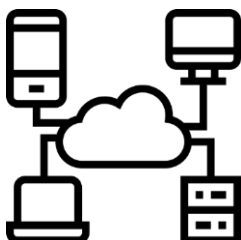


1. Automatic Approval
or Automatic
Extension

2. Extended
Validity

3. Expedited
Renewal
Procedures

WHOLE OF GOVERNMENT APPROACH



1. Interconnectivity

2. Data
Sharing

3. Single
Window
Approach



**JOINT MEMORANDUM CIRCULAR NO. 01
Series of 2020**

FOR: ALL IMPORTERS OF PERSONAL PROTECTIVE EQUIPMENT (PPE) AND SPECIFIC MEDICAL DEVICES ESSENTIAL FOR THE MANAGEMENT OF COVID-19 FOR COMMERCIAL DISTRIBUTION

SUBJECT: CREATION OF BAYANIHAN ONE STOP SHOP FOR SECURING LICENSE TO OPERATE (LTO) TO IMPORT COVID-19 CRITICAL COMMODITIES FOR COMMERCIAL DISTRIBUTION

DATE: 02 APRIL 2020

I. BACKGROUND

The declaration of a State of Calamity by President Rodrigo Duterte through Presidential Proclamation 929 on March 16, 2020 and the imposition of an Enhanced Community Quarantine (ECQ) in Luzon as a consequence of the spread of the Corona Virus Disease ("COVID-19"), resulted to a lot of streamlining efforts by various government agencies in procedures involving critical government services. These efforts were initiated as the need to reduce and/or avoid person-to-person contact in processing necessary permits and authorizations have become increasingly necessary, including those intended for the importation of Personal Protective Equipment ("PPE") and specific medical devices essential for the management of ("COVID-19 Critical Commodities").

Despite the streamlining efforts of concerned government agencies, bottlenecks and challenges in the importation process remain. This is particularly true with respect to commercial importations of COVID-19 Critical Commodities. Among these are the following:

- (a) confusion and misinformation of the public on procedures for commercial importations of COVID-19 Critical Commodities by private entities; and
- (b) continued operation of government agencies under a "silo system" where applicants need to transact with individual government agencies separately, even if they are part of the entire importation process.¹

¹ FDA Circular No. 2020-006, *Guidance for Applications and Transactions at the Food and Drug Administration in light of the Community Quarantine Declaration*, dated 17 March 2020; FDA Circular No. 2020-009, *Guidelines on the Identification, Notification, Evaluation, Regulatory Enforcement Action, and Review and Monitoring of Donated Health Products Solely Intended to Address Covid-19 Public Health Emergency* dated 19 March 2020; FDA Circular No. 2020-009-A, *Amendment to Include Ventilators*.

Global Pandemic



“Iyang kayong lahat taga-gobyerno, to those who are implementing the assistance whether the Department of Health, Department of — DILG, department of... What? Local government? Barangay? Huwag ninyong pagawain pa ng proposal kasi ‘yung proposal they will review it and then decide.

So what I would like to happen is this: Simplify the giving of the money by asking for a proposal, then that proposal should not be studied by days or by months.

Do away with delay. Local governments, mga permit na ganoon, hindi ako nagyayabang, if I did it in Davao City for three days, make it two days this time. Kapag hindi at nag-report ang isang tao sa akin, ‘yung report niya diretso na ‘yon sa — “Respectfully forwarded to the Ombudsman for immediate action.”

- President Duterte in his Talk to the People Address last October 27, 2020

Another directive to ARTA was Presidential Directive 2020-194. To expedite the release of food and financial assistance, ARTA immediately met with DILG and DSWD to streamline processing of permits and applications.

Green Lane for Vaccine Production



“Ang hinihingi lang ni Mon Lopez, Secretary Lopez is ito, assistance requested: greenlane on government permits. Will subscribe to all requirements and submit documents but need faster production.

Kindly give the meaning of every word in that sentence. That would be the Bible of government dito sa ano. Parang dasal natin ito sa gobyerno kasi historically, Philippines one of the laggard sabi nila was because there's a lot of paperworks and kung ano-anong hinihingi.

That's why I have cut processes down to the lowest level and ask everybody to cooperate. Itong government procurement of locally produced subject to standard specs and prices, madali lang man ito kung trabahuin mo ito.”

- President Duterte in his Talk to the Nation Address, April 15, 2021

ARTA is involved in establishing a green lane for the expedited processing of permits for the production of COVID-19 vaccines.



JOINT MEMORANDUM CIRCULAR NO. 1 Series of 2021

SUBJECT: ESTABLISHMENT OF A GREEN LANE FOR SECURING PERMITS, LICENSES, AND AUTHORIZATIONS FOR THE ESTABLISHMENT AND OPERATION OF A BULK IMPORT, FILL, AND FINISH LOCAL CORONAVIRUS DISEASE 2019 (COVID-19) VACCINE MANUFACTURING FACILITY AND FOR THE REGISTRATION FOR AVAILMENT OF INCENTIVES

DATE: 19 May 2021

MANILA BULLETIN

Gov't agencies sign memo for local vax manufacturers' green lane



'Green lane' for local COVID-19 vaccine makers to keep application process within a month

By [Pilar Manuel](#), CNN Philippines

Published May 28, 2021 5:38:56 PM

ARTA speeds up green lane for local vaccine production

By [Louella Desiderio](#) (Philstar.com) - May 2, 2021 - 12:00am



MANILA, Philippines — The Anti-Red Tape Authority (ARTA) and four other government agencies are set to issue a joint memorandum circular (JMC) for the creation of the green lane for firms that would locally manufacture vaccines.

In record time, ARTA was able to release a JMC with FDA, DOH, Pharmaceutical Industry and other relevant stakeholders.

Green Lane for Vaccine Production

SONA 2020

In 2020, the President has acknowledged the efforts being done towards the ease of doing business. On ARTA's end, we have been relentless in pushing for reforms that benefit our business community.

“ ”

To our business community
and the general public,
we assure you that the landmark

**Ease of Doing Business and Efficient
Government Service Delivery Act**

has been gaining momentum

**President Rodrigo
Duterte**
SONA 2020





95th

Ease of Doing Business Ranking



ARTA is tasked to monitor our country's competitiveness ranking for the 2021 cycle

In the World Bank 2020 Doing Business Report, the Philippines ranked 95th out of 190 economies, an improvement of 29 notches from the country's 124th rank during the 2019 survey.

The improvement was due to the reforms on the Starting a Business, Dealing with Construction Permits, and Protecting Minority Investors indicators.

Central Business Portal

ARTA signs MOA with DICT for the creation of NBOSS and attends launch of Central Business Portal

"The Anti-Red Tape Authority (ARTA) and the Department of Information and Communications Technology (DICT) signs a Memorandum of Agreement (MOA) for the creation of a National Business One Stop Shop (NBOSS) this morning at the DICT Central Office.

The MOA was signed by ARTA Director General Jeremiah Belgica and DICT Secretary Gregorio Honasan II, alongside ARTA Deputy Director General Ernesto Perez and DICT Director Ms. Aida Yuvienco.

The NBOSS would be the co-location and integration or linkage of the application processes for registering businesses. Further, DICT describes it as the physical center where applicants can register their business and avail of the services of the Central Business Portal (CBP).

Prior to the signing, the DICT also launched said CBP, an online system that will expedite the process for business registration in compliance with R.A. 11032, or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018. Section 13 of R.A. 11032 indicates DICT as the agency primarily responsible in establishing, operating, and maintaining a CBP. Furthermore, it states that "the CBP shall serve as a central system to receive applications and capture application data involving business-related transactions".

Aimed to eliminate bureaucratic red tape and to close down rooms for corrupt graft practices, the system provides the transition from manual to software enabled business-related transactions. DICT asserts that with the CBP, registering a business will be easier, faster, and hassle free – true to one of the visions of R.A. 11032 and of ARTA.

Together with DICT, ARTA looks forward to perfecting our systems to provide better services and to establish the Filipinos' trust in a digital government.

Central Business Portal (CBP)

Sec. 13. Central Business Portal (CBP). – To eliminate bureaucratic red tape... and sustain ease of doing business, the DICT shall... establish, operate and maintain a CBP.

CBP CENTRAL BUSINESS PORTAL

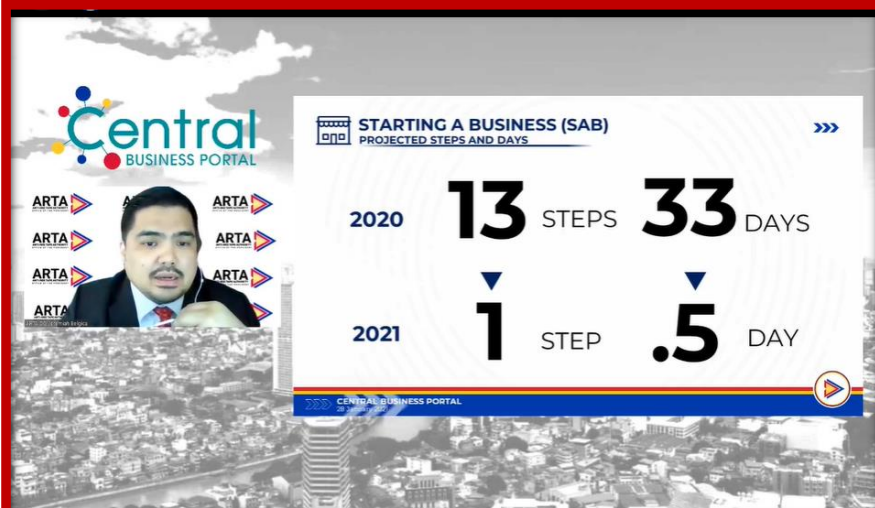
Phase 1 – National Launch
January 28, 2021



The CBP shall serve as a central system to receive applications and capture application data involving business-related transactions.

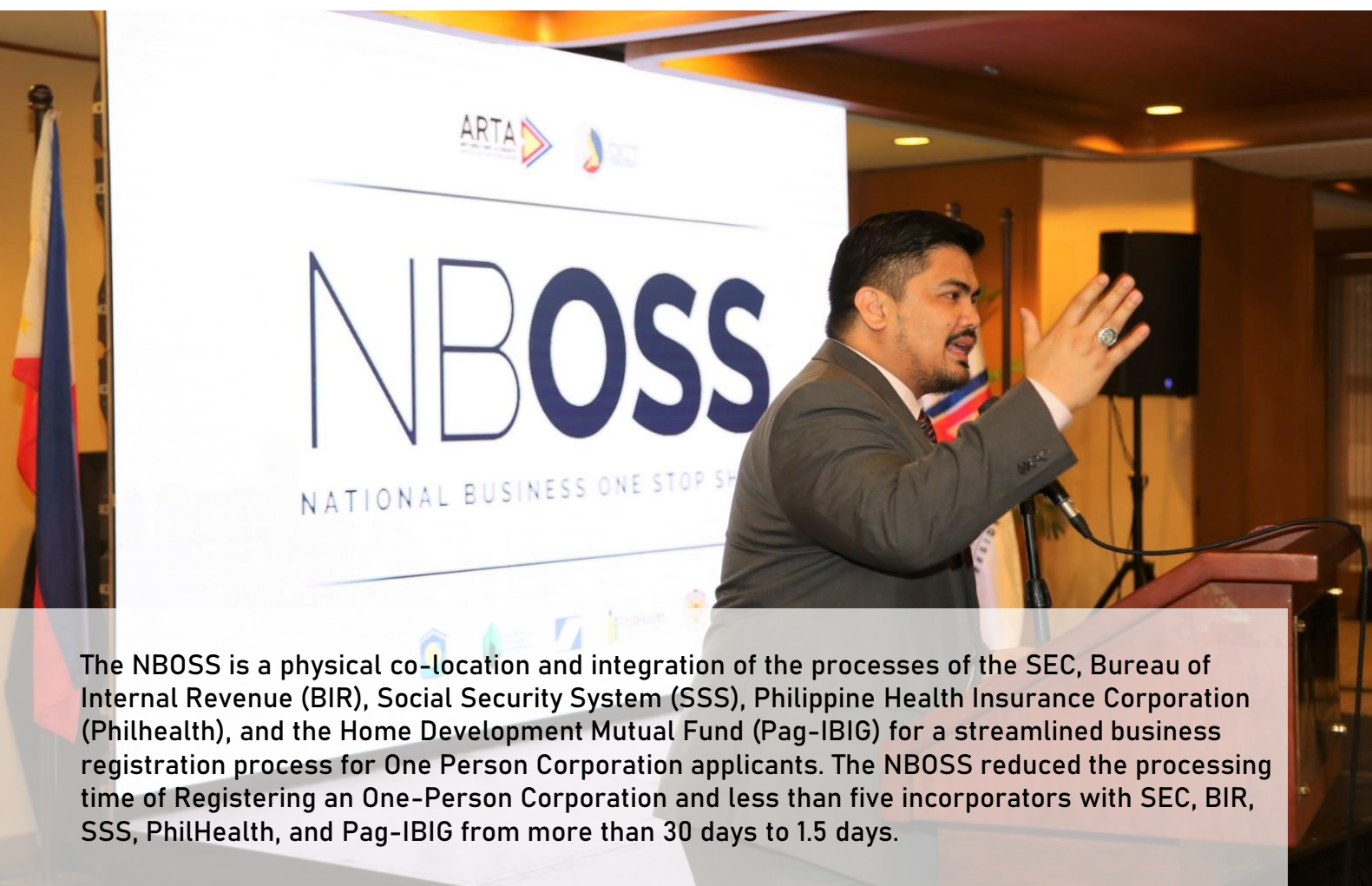
CBP Launch

On January 28, 2021, ARTA with DICT and other government agencies launched the Central Business Portal for public use. It can be accessed at busibess.gov.ph



National Business One-Stop Shop

On February 28, ARTA, with DICT and the agencies relevant to starting a business, launched the National Business One-Stop Shop or NBOSS where NGAs and LGUs to co-locate, unify, automate the services of social agencies in accepting business applications in PICC and promote e-payment.



The NBOSS is a physical co-location and integration of the processes of the SEC, Bureau of Internal Revenue (BIR), Social Security System (SSS), Philippine Health Insurance Corporation (Philhealth), and the Home Development Mutual Fund (Pag-IBIG) for a streamlined business registration process for One Person Corporation applicants. The NBOSS reduced the processing time of Registering an One-Person Corporation and less than five incorporators with SEC, BIR, SSS, PhilHealth, and Pag-IBIG from more than 30 days to 1.5 days.

The NBOSS is an initiative of ARTA, in collaboration with DICT and the abovementioned national government agencies, to improve the Philippines' score in the Starting a Business indicator for the World Bank's Doing Business Report. This is pursuant to Rule XI Section 4 (a) and (b) of R.A. 11032's Implementing Rules and Regulations (IRR), which mandate ARTA to implement and oversee a national policy on anti-red tape and ease of doing business; and to implement various ease of doing business reform initiatives aimed at improving the ranking of the Philippines.



One of the most important directives that the President gave is to go online. His aim is for us to go toward e-governance to be able to help amid the pandemic.

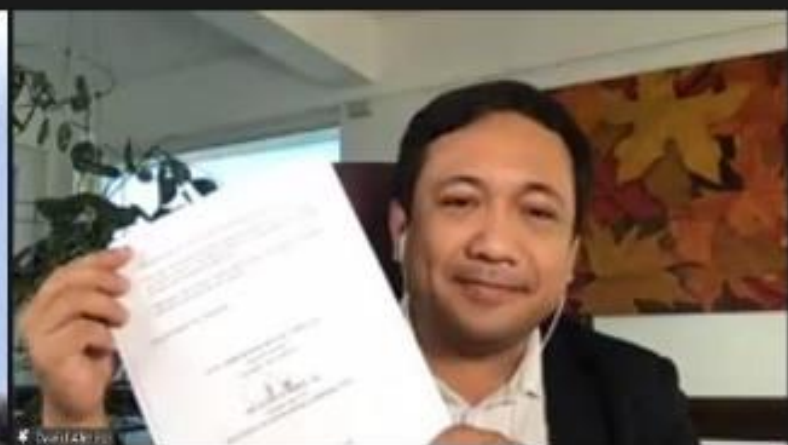
“ ”

The DILG, DBM,
and the ARTA
along with all agencies and
instrumentalities of gov't
are hereby directed to
make all possible services
available online.

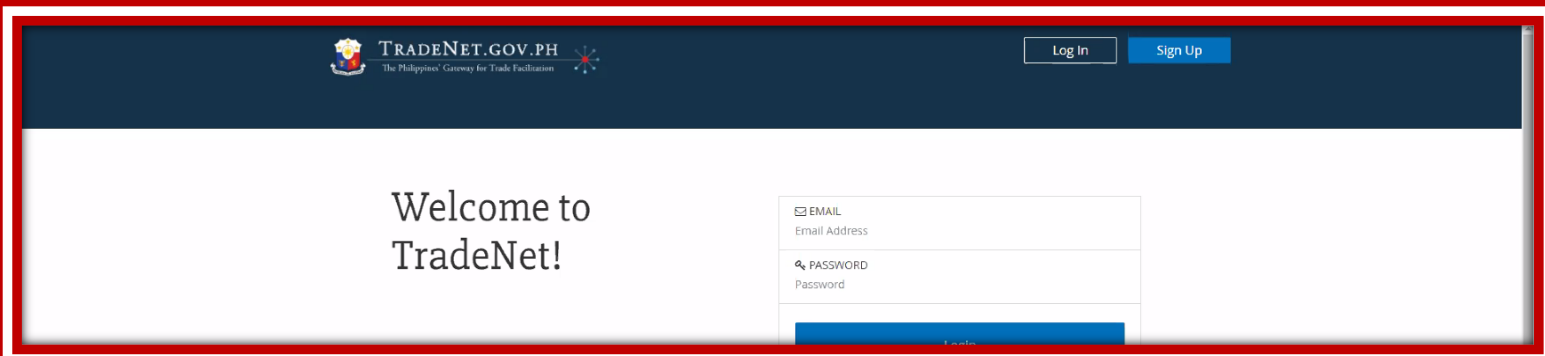
President Rodrigo Duterte
SONA 2020



- The Go.smARTApp (Govt Offices' Smart Management And Real-Time Application) is a single platform where LGUs & other government agencies may create their own account; store, retrieve & manage data; & use the application's analytics in decision-making.
- The application intends to harmonize EODB platforms in accordance with R.A. No. 11032. It is interface-ready and can integrate with existing systems of government.
- Ceremonial MOA Signing between ARTA and Multisys on 31 March 2021



TradeNET will be used as the Philippine National Single Window (NSW). It is the automated licensing, permit, clearance, and certification system integrated into one platform for regulatory agencies.



Legal Basis

In the 8th Council Meeting of the EODB-ART Advisory Council, Resolution No. 12 was passed

ARTA Memorandum Circular 2021-01

On 19 February 2021, ARTA issued MC 2021-01 or the Guidelines on the Mandatory Onboarding of Trade Regulatory Government Agencies.

- Philippine Drug Enforcement Agency (PDEA)
- Bureau of Customs (BOC)
- National Tobacco Administration (NTA)
- Biodiversity and Management Bureau (BMB)



MEMORANDUM CIRCULAR NO. 2021- 01 Series of 2021

19 February 2021

TO : ALL HEADS OF TRADE REGULATORY GOVERNMENT AGENCIES

SUBJECT : GUIDELINES ON THE MANDATORY ONBOARDING OF TRADE REGULATORY GOVERNMENT AGENCIES TO THE TRADENET AS ENDORSED BY THE EODB-ART ADVISORY COUNCIL THROUGH THEIR RESOLUTION NO. 12, SERIES OF 2020

PBRIS and ARTEMIS

The PBRIS is a web-based platform which will be providing real-time access to the regulatory management system and regulations relevant to the public. ARTEMIS, on the other hand, will allow the public to view the process flows of specific services needed in business registration among all other services of government agencies through their Citizen's Charters.

PHILIPPINE BUSINESS REGISTRATION INFORMATION SYSTEM

Pursuant to Section 17(k) of R.A. No. 11032 ARTA, with technical assistance from UPPAF-RESPOND, is developing the Philippine Business Regulations Information System (PBRIS).

Last November 2020, ARTA has completed 20 functional specifications workshops participated by representatives from 27 government agencies and one LGU for the formulation of the functional specifications document of the PBRIS. The PBRIS is currently undergoing development for pilot-implementation in 2021.

ANTI-RED TAPE ELECTRONIC MANAGEMENT INFORMATION SYSTEM

For 2020, CME0 together with UPPAF, finished the conduct of 20 Functionality Specification (FS) workshops for the development of the ARTEMIS. The workshop sessions were attended by 27 government agencies.

The team was able to finalize the FS for the ARTEMIS based on the workshops conducted. In preparation for its roll-out, an informational video for both PBRIS and ARTEMIS.



SONA 2020

As part of ARTA's mandate, we are monitoring the compliance of agencies to R.A. No. 11032. By doing so, we help in easing overregulation.

“ ”

We are closer to
eliminating
overregulation
in government
service

President Rodrigo Duterte
SONA 2020



National Roll-out of the Citizen's Charter Guidelines

To ensure that the ARTA issuances are widely disseminated to all government agencies and to further solidify the ARTA presence throughout the country, the Authority conducted a series of training/workshops entitled "Capacitating Government Instrumentalities on the Citizen's Charter" attended by different government agencies from Luzon, Visayas and Mindanao.

CLUSTER	# OF AGENCIES PARTICIPATED	DATE CONDUCTED
Luzon Cluster (3 Batches)	99 Agencies	October 22 – 24, 2019
Visayas Cluster (2 Batches)	48 Agencies	November 11-12, 2019
Mindanao Cluster (2 Batches)	50 Agencies	November 12-13, 2019
GOCC/SUC Cluster (3 Batches)	75 Agencies	March 10-12, 2020
TOTAL:	272 Agencies	

Citizen's Charter Guidelines Roll-out

Reform of Priority Agencies

In line with the 2019 State of the Nation Address of the President, wherein the following agencies were mentioned as the most complained agencies, CMEO were tasked to coordinate with these agencies and monitor their initiatives and accomplishments to improve their service delivery and address the complaints received. In no particular order, these agencies are the Land Transportation Office (LTO), Social Security System (SSS), Bureau of Internal Revenue (BIR); Land Registration Authority (LRA); and Home Development Mutual Fund (Pag-IBIG). Additional two priority agencies were added, namely the Food and Drug Administration and the Land Transportation Franchising and Regulatory Board (LTFRB).

The Authority had a series of coordination with the seven agencies to discuss the problems and proposed reforms to address the problems they have cited. Below is the timeline of coordination with the agencies:

Date of Meeting	Activity /Agenda
July 9 and 12, 2019; June 16, 2020	Meeting with LTFRB
August 9, 2019	1 st Meeting with 5 Priority Agencies: LRA, BIR, LTO, Pag-IBIG, and SSS
September 20, 24, 27 2019	Coordination Meetings with the Land Registration Authority and the Land Registration Systems Inc.
September 30, 2019	2 nd Meeting with SSS, LTO, BIR, and Pag-IBIG
September 2 and 5, 2019; November 26 and 29, 2019; December 17 and 23, 2019; January 22, 2019; February 7, 2019, and June 9, 2020	Coordination Meetings with the Food and Drug Administration
June 2, 2020	Meeting with BIR and LRA
June 4, 2020	Meeting with LTO
June 24, 2020	Meeting with PAG-IBIG and SSS



The ARTA Package

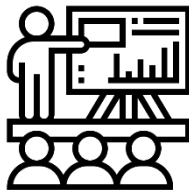
The Anti-Red Tape Authority (ARTA) Package is a bundle of programs that will help the government agency be compliant to the provisions of R.A. 11032.

The ARTA Package may be availed by signing a Memorandum of Agreement (MoA) between ARTA and the availing government agency. The head of agencies shall be the signatories as a mark of commitment to deliver the highest quality of government service to the Filipino people.

It contains the following:



Committee on
Anti-Red Tape



Capacity
Building



Business One-
Stop Shop



Regulatory
Reform

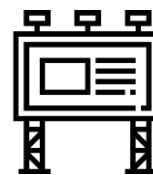


Local Board of
Assessment
Appeals (LBAA)



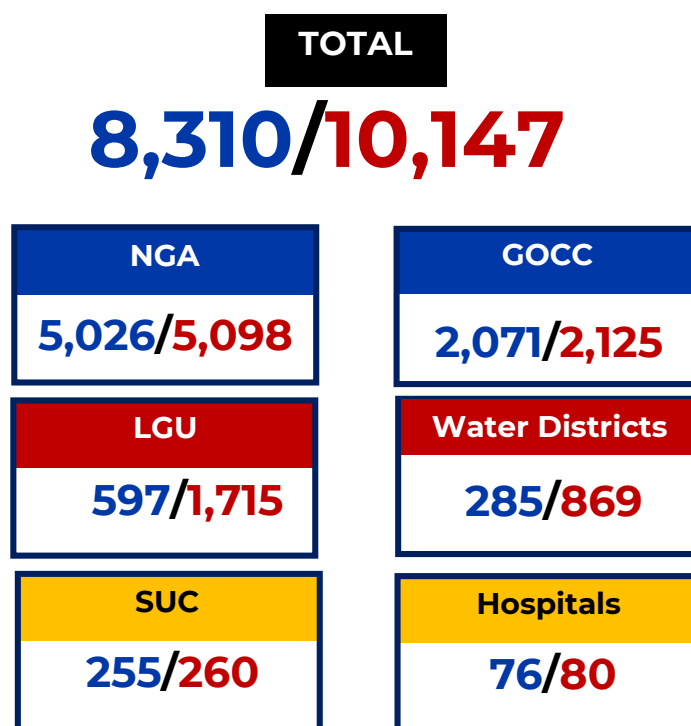
Prescribed
Processing Time

Citizen's Charter

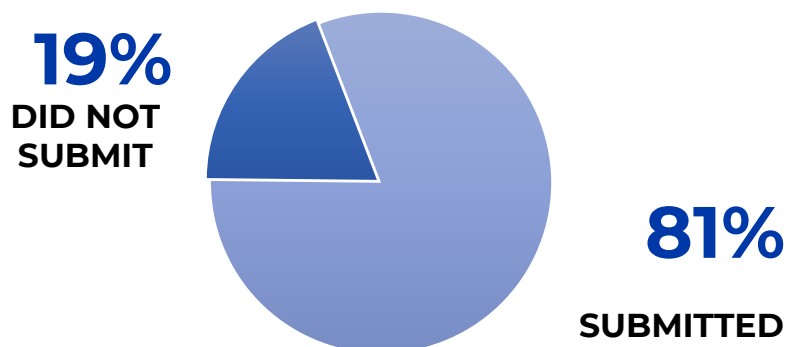


The Citizen's Charter is an official document that serves as the agency's service standard and pledge to the citizen. It communicates information on the services provided by the government agency. If the agency fails to implement its service according to its Citizen's Charter, the applicant may complain to ARTA. Upon investigation and if found in violation, ARTA may file charges against the head of the agency.

As of April 2021, 81% of the agencies covered under the law submitted their Citizen's Charter. NGAs and SUCs have the highest compliance percentage 98% followed closely by GOCCs at 97% and hospitals at 95%, while LGUs and water Districts have the lowest compliance percentage of 35% and #2% respectively.



Submission Percentage





ARTA Commendations and Testimonials



Pfizer, Inc.
18F-20F, 8 Rockwell Building
Hidalgo Drive, Rockwell Center, Makati City
Metro Manila, Philippines 1200
Tel. No. (632) 8-451 9200
www.pfizer.com.ph

13 December 2019

Atty. Jeremiah B. Belgica, REB, EnP
Director-General
Anti-Red Tape Authority (ARTA)
Sen. Gil J. Puyat Avenue
Makati City

Subject: Improvements in FDA's Processes

Dear **Director-General Belgica**,

Pfizer, Inc. is writing this letter in line with the response we received from the Food and Drug Administration (FDA) Philippines re ARTA Complaint Ticket No. 201905104 through ARTA's Complaint Action Center last 22 August 2019.

We wish to thank ARTA and the FDA for addressing the issues we have raised concerning our various applications. The actions taken by the FDA in relation to our list of pending applications were all delivered. The FDA Advisory No. 2019-305 issued on 20 September 2019 regarding ARTA's Order on Automatic Renewals was observed to be implemented by the FDA. Out of our 22 pending automatic renewal applications which were in-scope of the said advisory, 17 have already been approved and received by Pfizer, Inc.

We would also like to recognize the significant improvements we have seen in terms of FDA processes. The official lines of communication are both accessible and accommodating where discussions allow for a two-way understanding of each party's perspectives – this evident despite the FDA being very much undermanned. This we believe results to faster compliance on the part of the applicant and decision-making on the part of the regulator. Furthermore, we have observed in our recent monitoring of the FDA website that the remarks reflected on the document tracking system are now more detailed and substantial. This has lessened our follow-ups at the FDA Action Center since the remarks provide a clear status already of the application being monitored.

We truly appreciate that the FDA has considered the recommendations provided by its stakeholders as expressed during the FDA-stakeholder forums done on a regular basis. We are looking forward to seeing more of the continuous improvements that the FDA has been implementing, the most recent of which is the revision of FDA's Citizen Charter. Pfizer, Inc. is beginning to feel the positive impact of these improvements and rest assured that we are one with FDA in ensuring quality, safe and effective medicines to Filipinos.

Thank you very much for your kind attention and support!

Sincerely yours,

PFIZER, INC.

By:


Noel Berlongan
Corporate Affairs Director

cc: **Useo, Rolando Enrique D. Dominga, MD, DPM**
DCC-Director General
Food and Drug Administration Philippines

Atty. Katherine Austria-Lock
DCC-Director, Center for Drug Regulation & Research
Food and Drug Administration Philippines



Commendations



Forte Realty Corporation

5/F Kalayaan Building, 164 Salcedo Street, Legaspi Village
Makati City 1229, Philippines Telephone: (632) 810-7968

October 28, 2019

ATTY. JANALYN B. GAINZA-TANG

Head Executive Assistant
Anti-Red Tape Authority
Ground Floor, HPGV Building
395 Senator Gil Puyat Avenue
Makati City

Dear Atty. Gainza-Tang:

This is in connection with our letter to you of October 2, 2019 requesting for your assistance regarding our application for issuance of a certified true copy (CTC) of Original Certificate of Title No. RO-533 (1695) which has been pending with the Register of Deeds of Bulacan for almost 2 years. In this regard, please be informed that last October 8, 2019, when Mr. Glen Badon from your office visited RD Bulacan with our representative to follow up our request for CTC, all of a sudden and to our surprise, the original copy of the title has been located and available. We were asked to pick up the CTC after a week.

We also acknowledge receipt of a copy of the 1st Endorsement dated October 3, 2019 addressed to Atty. Ramon C. Sampana, Register of Deeds of Bulacan sent to him by Deputy Director General, Atty. Ernesto V. Perez, CPA which further supported expediting action on our request. And please be informed that we have, finally, received the certified copy of OCT No. RO-533 (1695) from RD Bulacan last October 25, 2019.

We, therefore, sincerely thank you, Atty. Gainza-Tang, Mr. Badon, Atty. Presz and most specially, Atty. Jeremiah B. Belgica for the valuable assistance you have extended to us without which our application may still be pending at RD Bulacan.

Very truly yours,

JOSE S. DE GUZMAN
President

Cc: Atty. Jerimiah B. Belgica
Atty. Ernesto V. Perez
Mr. Glen Badon

Commendations

Below are some of the commendations received by the Authority from complainants whose complaints were resolved through the help of the Authority.

On April 28, the Authority received a complaint regarding allegations of delay in the distribution of the Social Amelioration Program (SAP) and a request for help to receive a government financial assistance. The Authority coordinated with the complainant's barangay captain to immediately seek help for the hungry family. This very appreciative email message was sent by the complainant to the Authority after receiving confirmation of being a recipient for the SAP.

Sent: Thursday, May 14, 2020 10:11 AM

To: Complaints Action Center <Complaints@arta.gov.ph>

Subject: Re: Request for additional information ARTA Complaint Ticket Number 2020042908

maalab na pagbati po inyong lahat maraming salamat po at naayos na ang lahat dahil sa inyong tulong maraming maraming salamat po ipinapaabot po ng aking mga kasama, mabuhay po kaung lahat

On June 1, ARTA received a request for help regarding a Filipino husband and his wife living in the Kingdom of Saudi Arabia (KSA) who both tested positive of COVID-19. The couple is living with their two young children, and requires immediate assistance from the Philippine Embassy there. Following the complaints process of the Authority and coordination, the family was immediately contacted by the Philippine Embassy in KSA. When it was all over, the email below was sent as a "thank you" note from the complainant to the Authority.

Dear DG Atty. Belgica and Team.

Thank you for your assistance on this matter.

By God's grace , my nephew was declared covid negative June 10 and his wife last June 16.

Acknowledge receipt of the response of the office of the Undersecretary for Migrant Workers affairs and Covid19 KSA team Phil Embassy.

Thank you again and May God continue to bless your service to the Filipinos and our country.

Respectfully,
Desiree Villas

Testimonials

In the middle of the quarantine in NCR, a lot of businesses closed and many “no-work-no-pay” employees and their families are going hungry. The government’s COVID-19 Adjustment Measures Program (CAMP) through the Department of Labor and Employment (DOLE) is their hope for survival. This complaint from a company who needs immediate attention for their employees was acted upon by the Authority. The email below was sent by the company who finally received the government financial assistance for their employees.

Thank you for your assistance.

Please be informed that our requests were answered and granted. Our staff were able to receive from DOLE (arete foods) and from BIR/SSS (arete consultancy).

More power to DG Belgica and the rest of the ARTA team!

Yours truly,

Tricia Contreras

On June 19, DDG for Legal Ernesto V. Perez received an urgent text message from a PWD who claims to have not received SAP from their local MSWD. As a post-stroke patient, the complainant doesn’t have a stable work/source of income especially in this pandemic, and the SAP will help him get through this crisis. His profile seems to fit a SAP recipient so the delay in the delivery of this service must be immediately called-out. After due coordination through the Authority’s complaints procedure, the local government unit finally reached out to the complainant and a SAP financial assistance was released. Below is a screenshot of the SMS he sent to the complaints officer who assisted him.

gud pm! mam twinkle maraming salamat po nabigyan napo ako ng dswd ng ayuda. ma salamat. mam yun nakuha kupo pinadala kupo sa pamilya ko yung iba. para po me pang kain po cla mam. bumili po ako agad ng bigas mam at gamot ko pang mentenace ko mam. salamat po.

Mabuti naman po sir.

mam maraming salamat. sana po marami pa kau matulungan ibang tao. godbless po!

Testimonials

On May 26, the Authority received a complaint from a private corporation regarding an alleged delay in their application for registration with the Security and Exchange Commission (SEC). The Authority sent a Referral Letter the very next day to the SEC for their appropriate action. Within three (3) working days, the SEC responded positively on the application with assurance of immediate processing. The email below was a note of gratitude from the complainant:

Cc: imessagemo@sec.gov.ph; Complaints Action Center

THANK YOU SOOOO MUCH 🙌🙌🙌🙌🙌 I 'AM SO OVERWHELMED BY YOUR OFFICE ARTA 🥰❤️👍👍

Thank you sooo much 🙏

In March, many private companies temporarily closed their business due to the COVID-19 pandemic and their employees were left jobless in the middle of the crisis. Many employers applied for the COVID-19 Adjustment Measures Program (CAMP) through the Department of Labor and Employment (DOLE) like this complainant who alleges that the processing of their application for CAMP has been delayed. Through the assistance of DDG Eduardo Bringas, the complaint was immediately referred to DOLE Secretary Silvestre Bello. The complaint was immediately acted upon, and the financial assistance provided to the employees. Below is a SMS sent by the complainant to the Authority:

< 146



+63 9 [REDACTED] 8 >

Today 5:38 PM

GOOD afternoon Team ARTA. You are all GOD SENT to us. MARAMING MARAMING SALAMAT PO SA TULONG at natanggap napo ng mga empleado namin ang P5K DOLE SUBSIDY ngaung araw. Mabuhay po kayong lahat 🙏🙏🙏🙏

Testimonials

In October 2020, Chona Careon Martinez filed a complaint before the Authority against NSO/PSA for allegedly failing to act on the transmittal of the reconstruction of her daughter's birth certificate from the Philippine Embassy of Kuwait for the past 14 years.

On 23 October 2020, the Authority requested for an update regarding the complaint. The complainant responded on 26 October 2020, informing the Authority that she was able to acquire the copy of her daughter's birth certificate last 12 October 2020 at PSA, Legaspi with the help of the Middle East Account Officer. The complainant was able to coordinate and update the Government agencies involved.

The complainant thanked the Authority for the immediate intervention and investigation that led to the immediate release of the NSO document of her daughter.



Chona Martinez

Yesterday



I would like to thank ARTA for the assistance and support that was given to my daughter when her report of birth records was lost at PSA. It took only less than a year to finally get the result that we are waiting for 15 years. Without ARTA's assistance this situation may have not have a positive result as we are already frustrated waiting for a long time. Thanks again and job well done ARTA.

Testimonials

On 24 February 2021, ARTA received a complaint against Atty. John A. Apatan of the Conservatorship, Receivership and Liquidation Division of the Insurance Commission regarding the latter's alleged delay to counter-sign the complainant's cheque for Loyola Life Plan claim.

On 04 May 2021, we invited the complainant and the concerned officials of the complained agency to a conference meeting to thresh out issues raised by Mr. Alejandro. Then on 7 May 2021, the CAC received a feedback from the complainant stating that his cheque was already received, and the issue was already resolved by the agency.

Below is a message sent by Danilo Alejandro, the complainant, to the Authority:



danilo alejandro



Mabuti nalang may ARTA na akin na-idulog ang problema ko sa Conservatorship, Receivership and Liquidation Division, Insurance Commission.

Mayroon akong claim ng cash surrender value of my Loyola Life Plan. Pirmado na yung cheque ng Conservator (ATTY. DIONNE MARIE M. SANCHEZ)ng Loyola.

Nakarating sa mesa ni Mr JOHN APATAN, Manager of CRL Division said cheque for his counter signature noong January 7, 2021. Hindi pa niya pinipirmahan said cheque kaya nag complain ako sa ARTA noong February 24, 2021. Dininig ng ARTA ang aking kaso kaya natanngap ko na ang aking cheque nitong May 5, 2021.

Maraming salamat sa ARTA and its officers and I am supporting its life long existence.

Testimonials



From PCPI

ARTA is a valuable agency that has significantly helped the Pharmaceutical Industry in the Philippines specially during this Pandemic. Before communication was difficult and there were lots of inaction to many Industry Concerns with FDA. With the ARTA's presence, they are able to dig deeper on the root cause of delay. In time, hopefully they will be able to integrate and digitalize process so that they will be more business friendly. Currently with the help of ARTA we were able to receive substantial releases from our renewals allowing more products to be available in the market. We look forward that in the following weeks, backlog in FDA will be removed so they can start with a clean slate.

5:24 PM



The Pharmaceutical Industry in the Philippines (PCPI) is among the numerous agencies that have expressed gratitude to the Authority for its work in cutting red tape amid the pandemic.

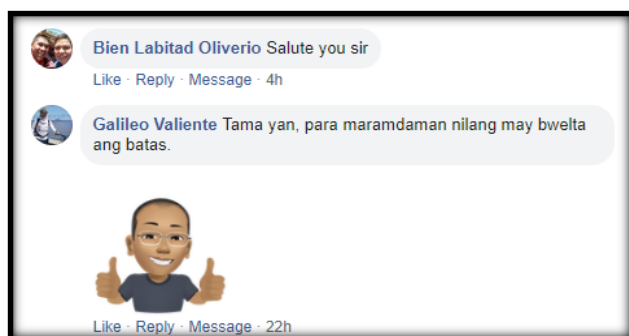
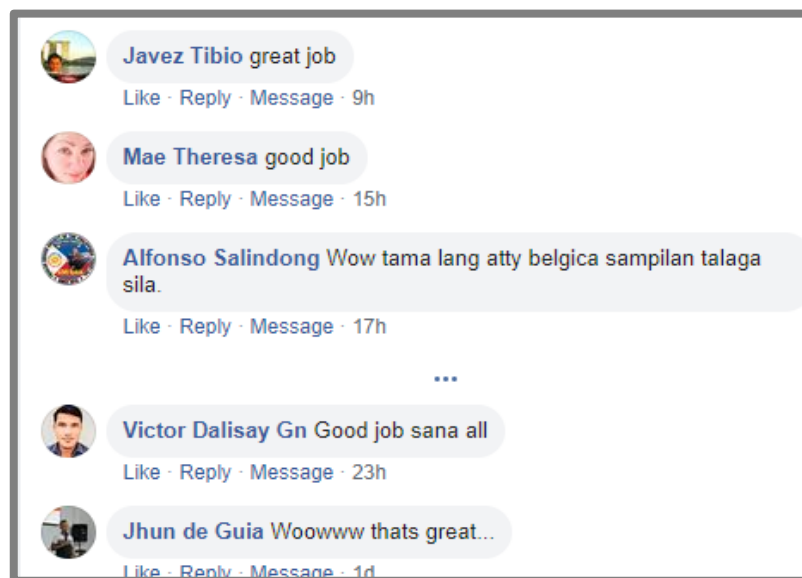
PCPI said that before ARTA was established, there were a lot of gaps in communication and inaction to industry concerns with government agencies.

But the Authority is able to identify the causes of delay and streamline processes for the people's convenience.

Testimonials

In separate Facebook posts on 1 June 2020, Filipinos online praised the Authority for filing complaints against two LTO officials and a barangay chairman from Caloocan City due to violations of R.A. No. 11032.

The legal team of ARTA went to the Office of the Ombudsman to endorse the complaints filed against LTO Region VII Director Victor Emmanuel Caindec and LTO NCR East Director Alfeo Tadena, Jr. Meanwhile, multiple complaints were filed against Barangay 186 Chairman Jose Ramirez of Caloocan City for violation of Anti-Graft and Corrupt Practices Act and Ease of Doing Business law.



Social Media Testimonials

ANTI-RED TAPE AUTHORITY

PRESS RELEASE

MAY 24, 2021

TARLAC TASK FORCE QUARRY HEAD FALLS IN ENTRAPMENT OPERATION FOR EXTORTION



On 24 May 2021, Pedro Soliman II, the task force quarry head of Tarlac City, was arrested in an entrapment operation three days after a private citizen reported his alleged extortion activities to ARTA.

The complainant said she recently went to the Tarlac City Hall to pay a fee of P42,000 for booklets of delivery receipts, a requirement for operating a quarrying firm. She was then asked by Soliman to pay P10,000 per finished booklet or a total of P240,000 in exchange for her Tarlac City quarry clearance.

The complainant asked if she can pay in three installments of P80,000 each. Soliman agreed and instructed the complainant to make the initial payment on 24 May 2021 where he was later arrested by elements of the Criminal Investigation and Detection Group-Tarlac.

Social Media Testimonials



ARTA
ANTI-RED TAPE AUTHORITY
OFFICE OF THE PRESIDENT



THANK YOU

www.arta.gov.ph

[@artagovph](https://twitter.com/artagovph)

info@arta.gov.ph